

# HERITAGE POINTE

## *Seniors Living in the Jewish Tradition*

*No matter what your job/position is at HP, you share with all the people here one principle function - to ensure our Residents receive the best care and service ...the one thing you will always be held accountable for is the exercise of your best judgment.*

**POSITION TITLE:** HEALTHCARE OFFICE ADMINISTRATIVE ASSISTANT  
**CURRENT REVISION DATE:** April, 2021  
**POSITION CATEGORY:** Hourly  
**POSITION REPORTS TO:** Director of HealthCare Services

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**I. PRIMARY PURPOSE OF POSITION:**

Supports and assists the Director of HealthCare Services of Heritage Pointe in the organization and administration of various assignments.

**II. CUSTOMERS/CLIENTS SERVED BY POSITION:**

Board members, staff, Residents, family members, guests, vendors and other outside clients served by Heritage Pointe.

**III. QUALIFICATIONS:**

Education: A 2-year college degree preferred.

Experience: Microsoft Word, Excel, PowerPoint and/or Publisher, Outlook.

Proficient use of written skills including policies.

Proficient typing skills.

Other Read, write and speak the English language.

**IV. ESSENTIAL JOB DUTIES THAT MUST BE SAFELY PERFORMED WITH OR WITHOUT REASONABLE ACCOMMODATION WITHOUT POSING A DIRECT THREAT TO OTHER EMPLOYEES, RESIDENTS OR SELF:**

1. Perform administrative duties, i.e., completing forms, reports, typing and preparation of confidential data.
2. Ability to function in a fast-paced office environment, make quick decisions and solve problems effectively.
3. Ability to work efficiently and in an organized manner.
4. Open to working in an office environment that is often very fluid and where tasks change on a daily basis.
5. Assist the Director of HealthCare Services in planning, developing, implementing, and evaluating HealthCare policies and procedures.
6. Assist in administrative duties and projects as assigned or that may become necessary.
7. Assist in scheduling medical appointments for Residents, coding bills, answering phones, responding to email, etc.
8. Schedule medical appointments for Residents and coordinate with volunteer office or outside agency when an escort is needed or requested by Resident or a Resident's family.
9. Scheduling for Staff/ Time Off Requests, Payroll Assistance.

# HERITAGE POINTE

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10. Ordering and tracking of medical and office supplies for the HealthCare office.
11. Preparing, compiling, and boxing overflow paperwork for offsite storage.
12. Serve as liaison for the Director of HealthCare Services and the HealthCare department staff.
13. Compile, maintain medical charts for all Heritage Pointe Residents.
14. Develop and maintain a good working rapport with interdepartmental personnel, other facility departments, outside agency departments, to assure that administrative services and activities can be properly maintained to meet the needs of the facility.
15. Assist in maintaining good open communications that serves the best interest of the facility and community alike.
16. Provide timely updates to confidential lists and distribute to appropriate departments.
17. Facilitate and provide room setup instructions to Housekeeping Department for HealthCare Services Department events/programs.
18. Prepare monthly staff schedule and rotation schedules.
19. Assist with the organization, submission of vacation requests and similar tasks.
20. Assist in the development and use of relevant policies and procedures; assure that all employees, Residents, visitors and general public follow established policies governing release of information.
21. Coordinate administrative procedures with other departments as necessary.
22. Consult with department supervisors concerning their administrative needs and other related areas, to assist in eliminating/correcting problem areas, and/or improvement of services related to support functions.
23. Release information in accordance with established policies and procedures; provide information to Residents/families as necessary, or refer to appropriate department.
24. Represent the facility at, and participate in, meetings as required by the Director of HealthCare Services.
25. Make written/oral reports and recommendations to the Director of HealthCare Services concerning administrative procedures.
26. Participate in shift change reports as requested.
27. Perform other duties as assigned.

## **V. CORE COMPETENCIES:**

- Ability to function independently, have flexibility, personal integrity, and the ability to work effectively with Residents, personnel and support agencies.
- Able to make independent decisions when circumstances warrant such action.
- Communicate in an understandable manner with Residents, staff, visitors, volunteers, etc.
- Communicate appropriately with Residents, facility employees, family members, medical staff, consultants, volunteers, government agencies/personnel and the general public.
- Able to tactfully handle situations with Residents, personnel, family members, visitors, government agencies/personnel, support personnel and the general public.
- Work cooperatively with clients, supervisors, staff, medical offices, family members and volunteers.
- Ensure administrative functions are carried out promptly for an efficient operation.

# HERITAGE POINTE

## *Seniors Living in the Jewish Tradition*

- Able to maintain confidentiality of all Resident, administrative, and health related information.
- Able to assimilate information from a variety of sources, compile and/or compose material for use by the Director of HealthCare Services, Chief Executive Officer, presentation to Board of Directors or Residents, their representatives, staff and publications.
- Knowledgeable of laws, regulations and guidelines pertaining to long-term care administrative procedures – as needed.
- Able to manage multiple tasks.
- Able to keep all Resident, employee and facility information confidential at all times.

**VI. FACTORS AFFECTING WORK PERFORMANCE – attendance, dependability, achievement, interpersonal skills:**

1. Friendly, pleasant, and calm demeanor.
2. Makes time at work to have fun, laugh, breathe and smell the roses.
3. Regular - Monday through Friday - punctual attendance.
4. Additional duties as assigned by supervisor.
5. Participate in management, staff and other meetings to support facility operations as directed.
6. Represent Heritage Pointe and department in a professional and positive manner within and outside the community; appropriate appearance and attitude.
7. Be a team player and able to get along well with co-workers and other departments.

**VII. PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit and to use hands to file and type often. Occasionally the employee will be required to stand and stoop, kneel, crouch or crawl. Requires close viewing of computer screen. Good verbal communication and excellent vision and hearing required.

I have read the job description entitled **HealthCare Office Administrative Assistant** and pledge to perform, to the best of my ability, each duty and responsibility to the highest standards possible. I also understand that this job description does not imply a contract or agreement for employment. Further, I'm committed to understanding the sensitive, ethical and confidential nature of the position and realize that comprising this could lead to immediate termination. Employment at Heritage Pointe is considered "**At Will**". For any reason, at any time, with or without notice, Heritage Pointe or myself may terminate the employment relationship.

\_\_\_\_\_  
HealthCare Office Administrative Assistant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date

***\*A signed copy of this job description will be placed in your personnel file for future referencing and used for evaluation purposes throughout the year. This format is the authorized form for all job descriptions at Heritage Pointe.***